



Program Guidelines-Enterprise Rideshare

A. Requirements

1. Eligibility. A vanpool consists of a qualifying number of passengers commuting in a seven (7) to fifteen (15) passenger vehicle leased through a Leasing Vendor expressly approved by RCTC that travels on a regular basis to and from work and/or vocational/post-secondary education destination ("Worksite"). For this document, the RCTC ongoing subsidy program is referred throughout as "VanClub" and a "Participant" means an individual that participates in the vanpool, including the driver and all passengers and complies with all program requirements. To qualify for a VanClub subsidy, the vanpool must meet ALL of the following requirements:

- a. The applicant to VanClub must be the vanpool's Leaseholder - i.e., the person entering the lease agreement with an approved Leasing Vendor such as Enterprise Rideshare;
- b. The vanpool must be used for commuting purposes to and from a regular work and/or vocational/post-secondary education destination (college, trade school, etc);
- c. The driver of the vanpool must be a volunteer and an eligible participant in the VanClub subsidy program;
- d. The vehicle must be leased through an approved Leasing Vendor such as Enterprise Rideshare and must be a seven (7) to a fifteen (15) passenger vehicle (including the driver);
- e. The minimum occupancy must be 70% or higher at startup of the vanpool (the ratio of passengers and the driver to the van's maximum capacity) and maintained monthly at 50% or greater in consideration of the size of the approved vanpool vehicle;
- f. Mileage from where the vehicle is parked at night to where the vehicle is parked at the regular worksite must be at least 15 miles one-way, or 30 miles round trip;
- g. The vanpool must operate at least 12 days during each calendar month, and
- h. The trip must either begin or end its commute within the VanClub service area.

2. VanClub Service Area. A map of the VanClub service area is included as Attachment A, which is made a part of these program requirements. To qualify for a VanClub subsidy, the vanpool's origin OR destination must be within the VanClub service area, defined as the geographic boundaries of the Cities and surrounding communities in or near Southern and Western Riverside County, and includes:

Arnold Heights 92518	Casa Blanca 92504	El Cerrito 92881
Banning 92220	Cherry Valley 92223	Ennis 92509
Beaumont 92223	Corona 92879, 92880,	Glen Avon 92509
Belvedere Heights 92507	92881, 92883	Hemet 92543, 92544,
Cabazon 92230	E. Hemet 92544	92545
Calimesa 92320	Eastvale 91752, 92880	Highland Springs 92223
Canyon Crest Heights 92507	Eden Hot Springs 92555	Hinda 92223
Canyon Lake 92587	Edgemont 92553	Home Gardens 92879
	El Casco 92373	Homeland 92548

Program Guidelines- Enterprise Rideshare

Idyllwild 92549
 Juniper Springs 92548
 Jurupa Valley 92509,
 91752
 La Sierra 92505
 Lake Elsinore 92530,
 92532
 Lakeland Village 92530
 Lakeview 92567
 Lemoona 92507
 March AFB 92518
 May 92503
 Menifee 92584
 Mira Loma 91752
 Moreno Valley 92551,
 92553, 92555, 92557

Murrieta: 92562, 92563
 Nicklin 92223
 Norco 92860
 Nuevo 92567
 Ormand 92509
 Owl 92230
 Pedley 92509
 Pepper Comer 92881
 Perris 92570, 92571
 Prenda 92504
 Quail Valley 92587
 Ramona Bowl 92544
 Riverside 92501, 92502,
 92503, 92504, 92505,
 92506, 92507, 92508,
 92509, 92521

Romoland 92585
 Rubidoux 92509
 San Jacinto 92582, 92583
 Sedco Hills 92230
 Sun City: 92585, 92586,
 92587
 Sunnymead 92553
 Temecula 92590, 92591,
 92592
 Valle Vista 92544
 W. March 92518
 Wildomar 92595
 Winchester 92596
 Woodcrest 92504, 92508

3. Minimum Qualification Occupancy. To qualify for a VanClub subsidy, a vanpool must meet a minimum 70% occupancy rate at the time of application. The occupancy minimum is not negotiable and is based upon the passengers (including the driver) divided by the vehicle’s size (including the driver). The minimum occupancy requirements at Program startup are as follows:

Vehicle Size (Driver + Passengers)	Minimum Occupancy To Meet 70% Requirement
7 Passenger Vehicle	5
8 Passenger Vehicle	6
9 Passenger Vehicle	7
10 Passenger Vehicle	7
11 Passenger Vehicle	8
12 Passenger Vehicle	9
13 Passenger Vehicle	10
14 Passenger Vehicle	10
15 Passenger Vehicle	11

Note that in the table above the number of passengers required to qualify for the Vanpool Program has been rounded up. For example, a 13-passenger vanpool minimum occupancy requirement is 9.1 passengers and is rounded up to 10 passengers since a vanpool will never meet the RCTC Guidelines if 9.1 passengers are rounded down to 9 passengers.

Program Guidelines- Enterprise Rideshare

4. Leasing Vendor(s). The vanpool vehicle must be leased from one of RCTC’s expressly approved Leasing Vendor(s) and must be leased by a vanpool Participant or a vanpool Participant’s employer. The current RCTC-approved vendors are Enterprise Rideshare and the California Vanpool Authority or CalVans (a public vanpool agency specializing in agricultural and vocational/post-secondary educational workers/students). Note that these Program Guidelines are only for those vanpools leased through Enterprise Rideshare or other expressly approved Leasing Vendors and no other vanpool programs that may be offered by RCTC and governed by separate program guidelines. For additional information on the agricultural vanpools through CalVans, visit the CalVans website at CalVans.org. Leases with other third-party leasing vendors not identified above, do not qualify for a VanClub subsidy. RCTC requires Enterprise Rideshare to offer a month to month lease agreement with Leaseholder; however, at the Leaseholder’s discretion, the Leaseholder may execute a longer lease with Enterprise Rideshare.

5. Privately-Owned Vanpools Are Not Eligible. Private transit, private shuttles, private vanpools (including, employer-owned vanpools and/or employee-owned and operated vanpools) are not eligible to apply to or receive a VanClub subsidy.

6. Minimum Ongoing Occupancy. To continue to receive a VanClub subsidy, vanpools must maintain monthly an average occupancy rate of 50% or greater, based on the capacity of the approved vanpool vehicle. Please refer to the table below, which identifies the specific target by vehicle size that must be maintained to continue participating in VanClub and receipt of qualifying subsidies:

Vehicle Size (Driver + Passengers)	Minimum Monthly Average Occupancy To Meet 50% Requirement
7 Passenger Vehicle	4.0
8 Passenger Vehicle	4.0
9 Passenger Vehicle	4.5
10 Passenger Vehicle	5.0
11 Passenger Vehicle	5.5
12 Passenger Vehicle	6.0
13 Passenger Vehicle	6.5
14 Passenger Vehicle	7.0
15 Passenger Vehicle	7.5

For example, an 11-passenger vehicle has a target occupancy average of at least 5.5 passengers, and there are 8 passengers assigned to this vanpool. The vanpool commuted 22 days during the month; of which during 16 days there were 8 passengers and during 6 days there were 7

Program Guidelines- Enterprise Rideshare

passengers. The average is calculated as follows: (16 days X 8 passengers = 128) plus (6 days X 7 passengers = 42). The passenger total was 128 + 42 = 170 passengers. The 170 passengers divided by 22-days results in an average of 7.727 passengers per day. Therefore, this vanpool slightly exceeds the 50% minimum occupancy requirement for this month.

During a month period, should the vanpool occupancy fall below 50%, the vanpool will have an additional two months to increase occupancy. If after this three-month period, the vanpool's occupancy does not rise above 50%, then RCTC may terminate the vanpool's participation in the VanClub subsidy, following a review of the specific performance characteristics of the vanpool. Be aware that RCTC does not include the months of December and July in the occupancy requirements, due to the holidays and vacations that occur during those months.

VanClub will provide the Leaseholder and if designated, the alternate vanpool reporter with reporting tools that will track daily statistics and automatically calculate the occupancy number. Go to the VanClub website to download a document titled "Steps/Instructions for Monthly Reporting".

B. Application Process

1. Overview. Only the vanpool's Leaseholder may apply to VanClub. The qualification and application process entail gathering information about the vanpool and the qualifying riders. It is also the Leaseholder's responsibility to ensure that Enterprise Rideshare or other expressly approved Leasing Vendor is aware that an application is being submitted. The entire application process is contained on the VanClub online/web-based system (referred throughout as VanClub.net or as "System"). If you do not have access to a computer or the internet, call us at 844-VANCLUB (844-826-2582) for assistance.

Upon application approval by VanClub, the Leaseholder will serve as the vanpool's administrator and is required to maintain accuracy of information contained in the application that is online at VanClub.net. It is the Leaseholder's responsibility to update any changes to the application online at VanClub.net, as the reporting information feeds into the application information. The Leaseholder may designate an alternate vanpool reporter to assist with the reporting process and the reporting process is discussed more fully in Section C.6 below.

2. Qualification. Log onto VanClub.net/Enterprise and select the "Apply Today" button. You will be asked a few simple questions to determine if you qualify for the Vanpool Program, based on the eligibility requirements outlined in Section A.1 above. In addition to the program criteria outlined in Section A.1 above, the eligibility qualification will NOT be approved based on these circumstances as well:

- a. Arrangement from any other third-party leasing vendor other than Enterprise Rideshare or other expressly approved Leasing Vendor, or
- b. Use of a personal or employer-owned vanpool vehicle.

For this reason or any other reason(s) where you do not meet the qualification criteria, VanClub will notify you via a popup message from the System or via email with the reasons why you do not qualify. You may go back to VanClub.net and fill out the qualification form again (if you made an

Program Guidelines- Enterprise Rideshare

error answering the questions) or you may contact VanClub for clarification.

An applicant who has yet to enter into a vanpool lease with Enterprise Rideshare or other expressly approved Leasing Vendor may fill out the qualification form and proceed with the qualification process. Upon qualification, contact the Enterprise Rideshare or other expressly approved Leasing Vendor to review lease rates and terms and conditions. You are only required to enter into a month-to-month lease with Enterprise Rideshare. When VanClub notifies you that you qualify, the approval email will also provide you with a username and password so that you may continue with the application process.

- 3. Application Submittal.** After qualifying for VanClub and initiating a lease with Enterprise Rideshare, with your username and password provided to you in your qualification email notification, log back onto VanClub.net and complete the application by providing the following information:
- a. **Contact Information:** Leaseholder's contact information and information about your employer (address and employer representative contact information).
 - b. **Vanpool Schedule:** Identify the days of the week the vanpool is typically in operation. Provide the time the vanpool usually leaves the home end and arrives at work, as well as when the vanpool leaves work at the end of the day and arrives back home. Also note if there are any variances to your schedule, such as a different schedule every other week (if a 9/80 work schedule) or other variances.
 - c. **Vanpool PickUp/DropOff Locations:** Provide physical addresses and/or landmarks of all locations the vanpool picks up passengers on the way to work, and all locations at the end of work passengers are dropped off. Be aware the vanpool begins its route when the primary driver starts up the van each workday at the home end. That location can be at the primary driver's home, or at a Park'N'Ride lot, or another location, and will be considered the first "pick up" location of the vanpool route. Then continue to identify all other location(s) the vanpool will be picking up vanpool passengers on the way to work, as well as the location(s) that you drop off passengers at work. A major cross street, landmark or physical address of each location is required.
 - d. **Passengers:** Provide the names, email addresses, contact phone number and employer name of each of the vanpool passengers, including the primary driver. You will also identify, if you are not the primary driver, which of the passengers is the primary driver. In addition, should you desire to have a vanpool passenger assist you with the monthly reporting requirements, then you will identify the passenger who will serve as the alternate vanpool reporter.
 - e. **Participation Agreements:** The following Participants are required to read, agree to and sign a Participation Agreement, which identifies the Program Terms and Conditions. This Agreement is available and can be signed online at VanClub.net. Participation Agreements must be signed by the following:
 - i. Every Leaseholder must sign the online Participation Agreement.

Program Guidelines- Enterprise Rideshare

- ii. If the Leaseholder is NOT the vanpool's primary driver, then the primary driver must be included in the passenger list and identified as such. When doing so, RCTC will send him/her a request to visit the website and read, agree to and sign the online Participation Agreement, as well. The primary driver executing an online Participation Agreement is a Program requirement.
- iii. If your application selects a passenger as an alternate vanpool reporter to assist you in the monthly reporting/logging responsibilities, upon selection, VanClub will send him/her a request to read, agree to and sign the online Participation Agreement. VanClub encourages you to designate an alternate vanpool reporter in the event you are away on vacation or unavailable to complete monthly reporting requirements. It should be someone you can depend on as the reporting and logging responsibilities are important for ensuring the receipt of qualifying subsidies. The alternate vanpool reporter executing an online Participation Agreement is a VanClub requirement.
- iv. Should in the future you have changes to your vanpool's primary driver or alternate vanpool reporter, those persons will be required to submit an online Participation Agreement.
- f. **Enterprise Rideshare:** VanClub will notify Enterprise Rideshare or other expressly approved Leasing Vendor of your application to receive specific information about the leased vehicle, provide a copy of the lease and identify the date your lease is signed. VanClub will include this information in your application and you will be able to view this information, but not change it online at VanClub.net. Should you have questions about this information or any inaccuracies, please contact VanClub.
- g. **Complete Application:** Upon completing the online sections, and submitting the Participation Agreement(s), you are now ready to "submit" your application for VanClub review.

4. VanClub Review: VanClub will review the application and possibly contact you, your vanpool Participants and/or Enterprise Rideshare or other expressly approved Leasing Vendor for additional information.

Should your application be approved, VanClub will notify you with the start date of your subsidy and the exact amount of your subsidy. Should your subsidy begin during the month, VanClub will prorate the subsidy based on your anticipated commute days during the month. However, there are times that the subsidy may not begin until the 1st of the following month after approval. Should the online application not be submitted or is not complete, approval may be delayed - for this reason, it is important to please make sure everything is complete and accurate upon submittal.

Should you qualify and submit an application, and should your application NOT be approved, VanClub will contact you with the reasons why and potential next steps.

Should an application be in the system for three months and unsubmitted, VanClub will use best efforts to be in contact with the applicant to determine if he/she is still interested in the Program and completing an application. Should you not respond or are no longer interested in completing

Program Guidelines- Enterprise Rideshare

your application, VanClub may remove the application from the System. RCTC reserves the right to remove any pending applications from the system after three months without obligation.

C. Rules and Procedures

- 1. Ineligible Vanpool Subsidies/Incentives.** Once VanClub approves a vanpool's participation in the Program, the Participants in the vanpool (including the primary driver, alternate vanpool reporter and all passengers) are no longer eligible to receive subsidies from neighboring public agency Vanpool Subsidy Programs. Ongoing vanpool subsidy programs include, but are not limited to, those offered by the Los Angeles County Metropolitan Transportation Authority (Metro), Orange County Transportation Authority (OCTA), San Bernardino County Transportation Authority (SBCTA), San Diego Association of Governments (SANDAG), SunLine Transit Agency (whose program is branded as SolVan) and/or the Victor Valley Transit Authority (VVTAA whose program is branded as iVanpool). Participants are also not eligible to receive any further vanpool subsidies from the IE Commuter program, funded by RCTC and SBCTA, including but not limited to their staggered nine-month vanpool subsidy and the three-month, \$2 a day gift card program. Accepting subsidies from any of the above-mentioned programs while receiving a RCTC subsidy simultaneously will immediately disqualify the vanpool and its Participants from participating in the VanClub program.
- 2. Eligible Subsidies/Incentives.** Employer subsidies provided directly to any of the vanpool Participants by their Employer, are permitted, including, but not limited to the Federal Mass Transportation Benefits Program (MTBP) provided to many qualified federal employees. In addition, IE Commuter offers a reward program (Rideshare Plus) for Inland Empire residents that have been ridesharing for three or more months and vanpool Participants are eligible to participate in this ongoing reward program. Contact IE Commuter at 866-RIDESHARE (866-743-3742) or by email at info@iecommuter.org for information about the Rideshare Plus reward programs.
- 3. Subsidy Amount.** The VanClub subsidy per approved vanpool is up to 50% of total lease costs for the vanpool each month, not to exceed \$400 per month. For example, if a vanpool's total lease costs are \$750 per month, the subsidy will be 50% of the lease, or \$375 per month. The subsidy will be determined based on the Participant Monthly Report (described in Section C.5 below), submitted each month by the Leaseholder or the alternative vanpool reporter, and may vary from month-to-month based on the information submitted. Should vanpool Participants leave the vanpool, the remaining vanpool Participants are responsible for covering all non-subsidy vanpool costs.
- 4. Subsidy Payment.** VanClub pays the subsidy directly to Enterprise Rideshare or other expressly approved Leasing Vendor on a monthly basis. Payment is contingent on an approved application and regular submission of a Participant Monthly Report by the vanpool Leaseholder or the alternative vanpool reporter directly to RCTC (see Section C.5 below). The remaining lease amount not covered by VanClub's subsidy is billed by Enterprise Rideshare or other expressly approved Leasing Vendor to the vanpool Leaseholder, who may recover the balance of costs from the vanpool Participants.

Program Guidelines- Enterprise Rideshare

5. Participant Monthly Report. Submitting a monthly report/log is a condition of receiving the Program's subsidy. Reporting is done through VanClub's online system at VanClub.net. The Leaseholder or alternative vanpool reporter must track information from the first of the month to the last day the vanpool operates during a calendar month period. Information may be tracked on board the vanpool on a report intake form (VanClub will provide) or may be entered directly into the VanClub reporting module on your laptop, desktop, smart phone and/or tablet. You may track the information on board the vanpool and submit the information online at VanClub.net at the end of the day, week or at month end - whatever works best for your vanpool. The type of information to be gathered includes:

- a. From the application you submitted on VanClub.net, the specifics of your vanpool as well as your passenger/driver names and each of their pickup and dropoff locations are identified in the reporting module.
- b. For each day your vanpool operates, you will provide the following:
 - i. the name of the vanpool's driver,
 - ii. if you were driving an Enterprise Rideshare loaner vehicle (and if so, that Enterprise Rideshare vehicle number) or vehicle from another expressly approved Leasing Vendor,
 - iii. the date of the commute,
 - iv. the departure and arrival times will be pre-populated based on the information in your application; you may leave as is or update/change (based on your commute patterns for that day),
 - v. your daily roundtrip miles will be pre-populated based on the information in your application; you may leave as is or update/change (based on your commute patterns for that day),
 - vi. check any passenger(s) that traveled on the way to work or from work back to home,
 - vii. on the last day of the month enter the odometer reading when you parked the van on the last day of the month at the home end, as well as all of your out of pocket costs for the month, including parking or toll fees, car washes and fuel costs.
- c. If during the month there are changes to your passengers, you must update your application prior to entering your reporting information - otherwise your reporting will not be accurate.
- d. Participant Monthly Reports must be submitted no later than the 7th day of the month following your reporting period. For example, for the month of April, your report/log must be complete on VanClub.net by May 7th.

It is the responsibility of the Leaseholder or alternate vanpool reporter to ensure accurate information is submitted for each commute.

1. **Vanpool Updates.** The Leaseholder or alternative vanpool reporter is responsible for maintaining the information submitted into VanClub.net. ANY changes in your contact or employer information, passengers, your route, drop off or pickup locations, or scheduling

Program Guidelines- Enterprise Rideshare

information, must be promptly updated by you or your Alternate Vanpool Reporter on VanClub.net. These changes must be completed BEFORE you enter reporting/logging information for that month. It is recommended that the Leaseholder or alternative vanpool reporter review all information and ensure it is accurate and current before filling out and submitting the Participant Monthly Report, as this will make reporting go much more smoothly and reduce the risk of any qualifying subsidies being delayed.

2. **Vendor Reports.** Periodically, Enterprise Rideshare or other expressly approved Leasing Vendor must submit various reports to VanClub to verify vanpool participation and lease costs, as well as provide current vehicle information.
3. **Termination.** The Leaseholder may withdraw from VanClub at any time. The subsidy for the last month will be prorated based on the actual days of participation during that month as submitted by the Leaseholder in their final Monthly Report. RCTC may terminate a vanpool for a variety of reasons, which are identified in the Participation Agreement. To review the Participation Agreement, go to VanClub.net. Should you have questions about the Participation Agreement, please contact VanClub by email at info@vanclub.net or by phone at 844-VANCLUB (844-826-2582).

D. Other Requirements

1. **Federal Public Transit Requirements.** Vanpools must meet Federal Transit Administration (FTA) public transit requirements. One such requirement is that vanpools must be advertised and open to the general public. To this end, RCTC will promote all vanpool routes and schedules, advertise empty seats in vanpools, and provide referral services for Vanpool Program participation and vanpool seat availability, which may include, but not be limited to the release of the Leaseholder's first and last name, e-mail and phone contact information to individuals interested in joining a vanpool. In addition, a member of the public who is not affiliated with a particular employer is entitled to be a passenger in a vanpool serving the geographical area that the vanpool travels to, if there is a seat available and the work hours, as well as origin, destination, and routes, are compatible. For example, if an employee of Company A requests to join a Company B vanpool and Company B's worksite destination is located within walking distance of Company A's worksite, and there is an open seat, the vanpool is required to accept the Company A employee subject to payment of the monthly fee. The departure and arrival times must be the same, and the origin must also be close to the origination and normal route of the vanpool. Should there be any questions or concerns about this requirement, contact VanClub by email at info@vanclub.net or by phone at 844-VANCLUB (844-826-2582).
2. **Accommodations for Riders with Disabilities.** In the event a current or future passenger requires the leased van/vehicle be accommodated to comply with the Federal Americans with Disabilities Act (ADA), Enterprise Rideshare will change or modify the vehicle to become ADA-compliant. Additional charges may apply to modify a leased vanpool to accommodate a rider with a disability. RCTC is not responsible for any additional costs.

Program Guidelines- Enterprise Rideshare

3. Restriction on Vanpool Vehicle Usage. So as to comply with Federal requirements, vanpools shall be used for commuting purposes to and from a worksite as defined in Section A.1 above. The commute must either originate or end in the VanClub service area in Attachment A. “Work commuting purposes” refers to pick-up and transport of passengers between vanpool route origin, route pick-up locations, and route worksite destination(s), including detours. Incidental trips are limited to maintenance and servicing of vehicle. Your lease with Enterprise Rideshare or other expressly approved Leasing Vendor may provide for additional, personal miles, but personal miles shall not exceed 20% of the total van miles traveled during a month period. Contact Enterprise Rideshare or other expressly approved Leasing Vendor for personal use restrictions.

Attachment A - RCTC Service Area Map

